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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/734,911	12/12/2003	A. Wade Cohn	804132-US-NP(1)	2291
47394	7590	09/03/2009	EXAMINER	
HITT GAINES, PC ALCATEL-LUCENT PO BOX 832570 RICHARDSON, TX 75083			AL AUBAIDI, RASHA S	
			ART UNIT	PAPER NUMBER
			2614	
			NOTIFICATION DATE	DELIVERY MODE
			09/03/2009	ELECTRONIC

**Please find below and/or attached an Office communication concerning this application or proceeding.**

The time period for reply, if any, is set in the attached communication.

Notice of the Office communication was sent electronically on above-indicated "Notification Date" to the following e-mail address(es):

docket@hittgaines.com

<b>Office Action Summary</b>	<b>Application No.</b> 10/734,911	<b>Applicant(s)</b> COHN ET AL.	
	<b>Examiner</b> RASHA S. AL AUBAIDI	<b>Art Unit</b> 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

### Status

- 1) ☒ Responsive to communication(s) filed on 22 June 2009.
- 2a) ☐ This action is **FINAL**.                      2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

### Disposition of Claims

- 4) ☒ Claim(s) 1-8, 11-14, 18-23, 25-28, 31-34 and 37-40 is/are pending in the application.
- 4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-8, 11-14, 18-23, 25-28, 31-34 and 37-40 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on \_\_\_\_\_ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All    b) ☐ Some \*    c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
  2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
  3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

### Attachment(s)

- |  |   |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)                                | 4) <input type="checkbox"/> Interview Summary (PTO-413)<br>Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)                       | 5) <input type="checkbox"/> Notice of Informal Patent Application                       |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08)<br>Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____  |

## **DETAILED ACTION**

### ***Continued Examination Under 37 CFR 1.114***

1. A request for continued examination under 37 CFR 1.114, including the fee set forth in 37 CFR 1.17(e), was filed in this application after final rejection. Since this application is eligible for continued examination under 37 CFR 1.114, and the fee set forth in 37 CFR 1.17(e) has been timely paid, the finality of the previous Office action has been withdrawn pursuant to 37 CFR 1.114. Applicant's submission filed on 06/22/2009 has been entered.

### ***Response to Amendment***

2. This in response to amendment filed 06/22/2009. No claims have been added. No claims have been canceled. Claims 1, 19, 25, 31 and 37 have been amended. Claims 1-8, 11-14, 18-23, 25-28, 31-34 and 37-40 are still pending in this application.

### ***Claim Rejections - 35 USC § 103***

3. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein

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were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103(c) and potential 35 U.S.C. 102(e), (f) or (g) prior art under 35 U.S.C. 103(a).

**Claims 1, 2, 6-8, 11, 14, 19, 20, 22-23, 25-26, 28, 34, 37-38, 40** are rejected under 35 U.S.C. 103(a) as being unpatentable over Bateman et al. (US PAT # 5,884,032) in view of Burg et al. (US PAT # 6,456,699) and further in view of ().

As to **claim 1**, Bateman discloses a method comprising:  
providing an automated option via a first communication channel of a first type during first communication with a server via the first communication channel (col. 5 lines 12-22, col. 6 lines 5-19, wherein “automated option” reads on WWW browsers, since a browser has links incorporated and “server” reads on fig. 1 Data net 44 and “first communication” reads on internet access line 6); determining that a second communication is related to the first communication (col. 6 lines 15-19, col. 6, col. 7 lines 62-67, col. 8 lines 1-9, wherein “determining” reads on setting up the appropriate time of the call based on the form completed through the browser and “second communication” reads on fig. 1 telephone 8 and “related to the first communication” reads on solving the conflicting problem initiated by the browser where the live help option was selected and also on the teachings that the channels might be quickly changed from one medium to the other);

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and via the second communication channel, transmitting a computer generated voice message to a suggests selecting the automated option (col. 7 lines 62-67, wherein “providing an automated suggestion” reads on IVR server being capable of providing help on a variety of topics). The Examiner believes that “receiving a second communication with the server, via second communication channel, the second communication comprising a speech or DTMF signal” is obvious if not inherent in the Batman system.

Bateman does not specifically teach “the automated option comprises a link to be displayed on a web page”.

However, Burg teaches in a “Click-to-Dial” system a web page may contain a link to automatically initiate a telephone connection between a personal computer user accessing the web page and another party (see col. 9, lines 44-55).

Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of having an automated option that comprises a link to dial, as taught by Burg, into the Bateman system in order to provide speed and convenience when initiating and establishing communications.

Even though Batman teaches that the IVR being capable of providing help on variety of topics (col. 7, lines 62-67), however, Bateman does not specifically teach that the computer generated message "includes an instruction to select the link".

The Examiner now introduces Price which teaches that a VRU (element 18) provides a voice instruction to the caller (see col. 5, lines 13-14 and col. 2, lines 1-2).

Thus, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the feature of having VRU or IVR that instructs the caller, as taught by Prices, into the combination of Batman and Burg , in order to provide speed and convenience to the caller/user. Having the VRU or IVR instructing the caller will provide easy guidance to caller/user.

As to **claim 2**, Bateman discloses obtaining a first identifier for first data related to the first communication (Col.6 lines 16-19, wherein "obtaining a first identifier" reads on the user filling out a form identifying information such as their phone number); obtaining a second identifier for second data related to the second communication (col. 7 lines 62-67, it is noted that the IVR can provide help on a variety of topics, also an IVR obtains information from the user and communicates information to the user) ; if the first identifier and the second identifier are the same, using at least one of the first data and the second data to perform an action during at least one of the first communication and the second communication (col. 6 lines 14-25, it is disclosed that the identifier from the

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first communication and second identifier corresponds to each other by stating that the form filled by the customer through the PC **4** allows the server to call the user's telephone **8**).

As to **claim 6**, Bateman discloses providing third data obtained using at least one of the first identifier and the second identifier (col. 7 lines 62-67 and col. 7 lines 1-9, wherein the IVR can help the user in a variety of topics. It is noted that an IVR system will request information as well as provide commands or menus for the user to follow. "Provided third data" reads on the commands or menus that the IVR will generate as a result of the identifier).

As to **claim 7**, Bateman discloses that the action comprises providing a second automated option during at least one of the first communication and the second communication (col. 7 lines 62-27, it is noted that "automated option" reads on IVR call back system and "second communication" reads communication using the phone **8** through the PSTN **9** network).

As to **claim 8**, Bateman discloses that the action comprises providing a second automated suggestion to select a second automated option provided during at least one of the first communication and the second communication (col. 7 lines 62-27 discloses that an IVR is used to provide help on a variety of topics, it is inherent that the IVR

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system will provide various suggestions during the process in order to gather and correlate the correct data).

As to **claim 11**, Bateman teaches that the first data are unavailable via the second communication channel, and the second data are unavailable via the first communication channel (col. 6 lines 6-13 and col. 7 lines 62-66 discloses that the information from the pc 4 is communicating through web server **28**, and the phone **8** is communicating through the PSTN **9**. It is inherent that each communication artifact communicates through a separate path; therefore the data will not travel on separate communication channels).

As to **claim 14**, Bateman discloses that a first one of the first and second communication channels is a telephone channel (fig. 1 phone **8** and PSTN **9**); and a second one of the first and second communication channels is a web channel (fig. 1 PC **4** and element **28**).

As to **claims 19, 20 and 22-23**, Bateman anticipates the system for the reasons given in claims 1, 2, 6-7 respectively. All means for function elements of claims 19-24 are carried by interaction between software/hardware as disclosed by Bateman in fig. 1.



As to **claims 25, 26 and 28**, Bateman discloses a system corresponding to the method steps of claims 1, 2 and 6 respectively (see rejection of claims 1, 2 and 6 respectively).

As to **claims 31, 32 and 34**, Bateman discloses a system carried by interaction between software/hardware, and therefore it would be inherent that a program stored (intended language) in a computer readable medium is stored in the software/hardware corresponding to the method steps of claims 1, 2 and 6 respectively (see rejection of claims 1, 2 and 6 respectively).

As to **claims 37, 38 and 40**, Bateman discloses a computer system carried out by software/ hardware and therefore it would be inherent that the system has a processor for executing instructions and a memory to store instructions. Additionally the system corresponds to the method steps of claims 1, 2 and 6 respectively (see rejection of claims 1, 2 and 6 respectively).

**Claims 3, 4, 5, 12, 13, 18, 21, 27, 33 and 39** are rejected under 35 U.S.C. 103(a) as being unpatentable over Bateman in view of Burg et al. (US PAT # 6,456,699), in view of Price and further in view of Klein (US PAT # 6,279,125)

As to **claim 3**, neither Bateman, Burg nor Price disclose that at least one of the first data and the second data comprises a diagnostic code, and the action comprises providing second information decoded from the diagnostic code.

However, Klein discloses a system in the same field of endeavor that diagnosis computer problems by providing diagnostic information from the computer to an agent or automated diagnostic system (col.6 lines 5-12, abstract lines 1-3) through the phone to diagnose the problem and find relevant troubleshooting information (col. 5 lines 37-49, col. 6 lines 5-12), wherein “first data” reads on information sent through the phone and “second information” reads on the data obtained from the audio input/output device used to report diagnostic data (col. 6 lines 8-12).

Thus, it would have been obvious for someone of ordinary skill in the art at the time of the invention was made to apply the teachings of Klein into the combination of Bateman, Burg and Price for the purpose of providing the agent or automated diagnostic system information about the status of the computer. Having the agent or automated diagnostic system know the status of the computer would lead to determining the cause of error faster and more efficiently.

As to **claim 4**, Klein discloses that the second information comprises at least one of telemetry data, and diagnostic information (col. 6 lines 5-12, wherein the second

information is the audio from the computer going to the agent or automated diagnostic system to provide the proper diagnosis).

As to **claim 5**, Klein discloses providing the second information for viewing (col. 6 lines 12-21, wherein the agent or automotive diagnostic system explains information to the user and the user is able to view that information on the computer).

As to **claim 12**, Klein discloses that at least one of the first data and the second data comprises diagnostic information for a problem with the problem entity (col. 6 lines 8-12).

As to **claim 13**, Klein discloses that at least one of the first data and the second data comprises information for identifying the problem entity (col. 6 lines 8-12, wherein the data sent comprises the problem entity).

As to **claim 18**, Bateman teaches gathering information through different channels. Klein discloses gathering data related to a problem. Therefore, it would have been obvious to someone of ordinary skill in the art to modify Bateman's method with the teachings of Klein for the purpose of enhancing a customer's online experience when using the applications disclosed in Bateman.

As to **claims 21, 27, 33, 39**, the combination of Bateman and Klein meets all the limitations. Claims 21, 27, 33, 39 correspond to the method steps of claim 3 (see rejection of claim 3).

### ***Response to Arguments***

4. Applicant's arguments have been considered but are moot in view of the new ground(s) of rejection.

### ***Conclusion***

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Rasha S. AL-Aubaidi whose telephone number is (571) 272-7481. The examiner can normally be reached on Monday-Friday from 8:30 am to 5:30 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (571) 272-7488.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

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/Rasha S AL-Aubaidi/

Primary Examiner, Art Unit 2614